

DIALOG 17 JANUARY 2002

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Set	Items	Description
S1	207159	(TIME?? OR PERIOD?? OR INTERVAL?? OR SCHEDUL???? OR FLIGHT OR AIRLINE OR AIRPLANE OR AIRPORT) (5N) ARRIV????
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S3	2598478	(TIME?? OR PERIOD?? OR INTERVAL?? OR SCHEDUL????) (10N) (CHANG???? OR ALTER?????? OR MOV??? OR UPDAT???? OR RESCHEDUL???? OR MODIF?????? OR MONITOR????)
S4	129539	S3 (10N) (WARN???? OR INDICAT???? OR NOTIF?????? OR DISPLAY???? OR COMMUNICAT???? OR INFORM????)
S5	24679	S1 AND S2
S6	466	S5 AND S4
S7	18751	(S1 OR S2) (S) S3
S8	264	S6 AND S7
S9	216	RD S8 (unique items) [Scanned ti,kwic all]

9/9/45 (Item 12 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter (c) 2002 The Dialog Corp. All rts. reserv.

11796299 (THIS IS THE FULLTEXT)

SIA to spend 200 mln sgd to boost mobile communications services

AFX (AP)

July 04, 2000

JOURNAL CODE: WAXA

LANGUAGE: English

RECORD TYPE: FULLTEXT

WORD COUNT: 154

1 Singapore Airlines Ltd (SIA) said it will spend more than 200 mln sgd over the next two
2 years to boost mobile communications services on its aircraft.

3 "In the aircraft cabin, we have committed 200 mln (Singapore) dollars to install a new
4 generation in-flight entertainment and communications system that will eventually provide services
5 such as electronic shopping, e-mail and Internet access," Yap Kim Wah, SIA's senior
6 vice-president for marketing services, said.

7 The spending is part of SIA Mobile Services, a suite of facilities that enables customers
8 to obtain information and stay connected while in the air.

9 Among the first of its services to be launched is a new flight alert messaging service which
10 keeps the customers *informed* of *changes* to SIA *flight* *departure* and *arrival* *times*
11 via e-mail, mobile phones or pagers.

12 "We aim to be among the leaders in the airline industry in the use of WAP (wireless
13 application protocol) technology," Yap said.

14 sy/gc

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9/9/23 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R) (c) 2002 The Gale Group. All rts. reserv.

08423310 Supplier Number: 71628952 (THIS IS THE FULLTEXT)

KLM introduces SMS-based flight information service.(Company Business and Marketing)(Brief Article)

Telecomworldwire, pNA

March 13, 2001

ISSN: 1363-9900

Language: English

Record Type: Fulltext

Article Type: Brief Article

Document Type: Newsletter; Trade

Word Count: 173

TEXT:

TELECOMWORLDWIRE-13 March 2001-KLM introduces SMS-based flight information service (C)1994-2001 M2 COMMUNICATIONS LTD <http://www.m2.com>

KLM Royal Dutch Airlines has launched a new mobile phone service for members of its Flying Dutchman (FD) loyalty programme.

The service enables FD members in the Netherlands to receive immediate *updates* on changes to *departure* and *arrival* *times* of KLM flights at KLM's Amsterdam Schiphol hub through SMS text messages sent to their mobile phones. From 9 pm on the evening before their day of departure, passengers will be *informed* by an SMS message every *time* a *flight* *arrival* or *departure* is *changed* by ten minutes or more.

To use the free service FD members subscribing to one of the five Dutch mobile network operators - KPN, Telfort, Ben, Libertel and Dutchtone - just need to put in a request via the FD page on the KLM web site at <http://www.klm.nl> or via KLM's WAP web site at wap.klm.com.

((Comments on this story may be sent to tww.feedback@m2.com))

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9/9/42 (Item 9 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter (c) 2002 The Dialog Corp. All rts. reserv.

15074341 (THIS IS THE FULLTEXT)

American Airlines Selects Appriss(TM) Technology to Deliver New Flight Status Notification Service

PR NEWSWIRE

February 09, 2001

JOURNAL CODE: WPRW

LANGUAGE: English

RECORD TYPE: FULLTEXT

WORD COUNT: 605

1 New Service Available Through AA.com(R) Alerts Passengers to *Departure* and
2 *Arrival* *Times* Via Telephone or Wireless Devices

3 LOUISVILLE, Ky., Feb. 9 /PRNewswire/ -- Appriss, Inc., a pioneering voice
4 applications service provider, has developed and is hosting American Airlines' recently unveiled
5 Flight Status Notification service. This new service, available to American's passengers through
6 the AA.com web site, is the first of its kind to use voice. The service automatically *notifies*
7 passengers of flight *schedule* *changes* by voice, email, or wireless message via telephone,
8 pager, text-enabled wireless phone or personal digital assistant (PDA). Powered by Appriss, this
9 new service allows individual passengers to choose how, when, and by which device they want
10 to be *notified* in the event of *schedule* *changes*, *arrival* *times*, gate *changes*, delays,
11 cancellations or confirmations.

12 Appriss chief executive officer, Douglas Cobb said, "We are delighted to have been
13 selected by American Airlines as their technology partner for the Flight Status Notification
14 service. We believe that American's decision to partner with Appriss validates our leadership in
15 the emerging voice notification marketplace."

16 In a statement released by American Airlines, John Samuel, American's vice president of
17 e-business said, "We are pleased that our notification service offers our customers more choices
18 than the competition by providing voice- messaging capabilities in addition to text-messaging
19 options. Our customers and their families will benefit from the convenience of this notification
20 feature, American's latest personalization offering."

21 The Flight Status Notification application is built on Appriss' proven technology platform,
22 which incorporates state-of-the-art speech recognition and text-to-speech technology from Nuance,
23 computer-telephony integration technology from Dialogic Corporation, and database technology
24 from Oracle, hosted on Intel/ Windows NT servers and integrated using Appriss' proprietary
25 software.

26 The Appriss platform offers virtually unlimited capacity, scalability, 24x7x365 system
27 support, and complete system redundancy and enables inbound voice queries; outbound voice,
28 email, and fax notifications; and voice verification.

29 Appriss notification solutions deliver important information directly to our customers'
30 audiences, using speech, email, wireless messaging, or fax, according to rules they define.

31 Appriss' technology can be used to alert individuals of important events, such as a *change* in
32 the *departure* *time* of an *airline* *flight*, the results of a lab test, or a change in the price
33 of a stock. It can distribute information, such as stock quotes, news, and weather, directly to
34 customers via telephone or other device. Appriss notification solutions are intelligent and
35 personalized, delivering individualized messages directly to each recipient. We receive data from
36 our customers over a secure connection, analyze it using the rules they have defined, and compose
37 and deliver the appropriate message to the appropriate device.

38 About Appriss

39 Appriss is a pioneering voice applications service provider. We help businesses and
40 government agencies enable access to their important applications and information over the
41 telephone using speech. Our experience, proven technology platform, and ASP business model
42 allow our customers to add the power and convenience of human speech to their applications
43 quickly and cost effectively. Appriss has years of experience developing and hosting inbound
44 voice portal and outbound notification applications.

45 Our patented victim notification service, Victim Information and Notification Everyday
46 (VINE(R)), allows crime victims and the general public to obtain timely information over the
47 telephone about the custody status of offenders. VINE is currently available in 35 states and 20
48 of the 25 largest US metropolitan areas, including New York City, Los Angeles, and Chicago.
49 For more information about Appriss, visit www.appriss.com.

50 About AA.com

51 The award-winning American Airlines web site, www.aa.com, is among the top travel
52 sites on the Internet and is recognized as one of the largest e-commerce sites (Media Matrix).

53 /CONTACT: Scott ONeill of Appriss, Inc., 800-816-0491, or e-mail, soneill@appriss.com
54 / 09:13 EST

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